# <Customer> Renew contract

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| USE CASE – WC02 | | | |
| Use Case No. | WC02 | **Use Case Version** | 2.0 |
| Use Case Name | Renew contract by user | | |
| Author | TriPQM | | |
| Date | 27/05/2015 | **Priority** | High |
| Actor:   * Customer.   Summary:   * This use case helps user to renew their contract.   Goal:   * User can renew their insurance contract.   Triggers:   * User sends renew contract command.   Preconditions:   * User must login into the system with role Customer. * Contract’s status must be “No Card”, “Ready” or “Expired”. * The contract type belongs to this contract is NOT deactivated yet. * Contract remaining days must NOT exceed the limit in administrator’s configuration.   Post Conditions:   * Success: Customer's contract is renewed or a renew contract request would be sent to the Staff. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User goes to renew contract view. | Display renew contract information:  - Type of contract: text  - Start date: text  - New expired date: text  - Renewal fee: text. | | 2 | User sends renew contract command. | Display new view with following information:  - Payment content: text  - Renewal fee: text  And let user select one of following payment gateways:  - PayPal payment gateway.  - Direct payment. | | 3 | If user chooses PayPal gateway and sends confirm command.  [Alternative 1] | Forward to PayPal payment view to process the payment. | | 4 | User process the PayPal payment | If payment succeed:  Update information to the system. Renew user insurance contract.  Show message renew successful.  [Exception 1] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | If user chooses direct payment method and sends the confirm command. | Show list of company brands address. |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | If payment failed | Show message to notify user that payment failed and the renew request has been aborted. |   Relationships: Extend “Payment”.  Business Rules:   * If contract status is “Expired” and user paid the renew fee through PayPal, system automatically change the contract status to “Ready”. * If user paid the renew fee directly, contract’s status is “Pending” and Staff will update the payment for that contract and change contract status to “Ready”. * If contract status as “No Card”, it will remain in despite of renew process is completed successfully. * If contract type of contract is not active the customer will not be able renew contract. * A notification will be sent to staff after the process is completed. | | | |

# <Customer> Cancel contract

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| USE CASE – WC03 | | | |
| Use Case No. | WC03 | **Use Case Version** | 2.0 |
| Use Case Name | Cancel contract | | |
| Author | TriPQM | | |
| Date | 27/05/2015 | **Priority** | High |
| Actor:   * Customer.   Summary:   * This use case helps user cancel their contract.   Goal:   * Customer can cancel the contract.   Triggers:   * Customer sends cancel contract request.   Preconditions:   * User must login into the system with role Customer. * User’s contract has not expired. * Customer's contract status must not be “Expired”, "Cancelled" or “Request cancel”.   Post Conditions:   * Success: Send to the staff the cancel contract request. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User goes to cancel contract view. | Display new view require user input some information:   * Reason to cancel the contract: can be optional selected from these values:   + “Xe cơ giới bị thu hồi đăng ký và biển số theo quy định của pháp luật”   + “Xe cơ giới hết niên hạn sử dụng theo quy định của pháp luật”   + “Xe cơ giới bị mất được cơ quan công an xác nhận”   + “Xe cơ giới hỏng không sử dụng được hoặc bị phá huỷ do tai nạn giao thông được cơ quan công an xác nhận”   + Other reason: free text input, required, length 1-250. | | 2 | User inputs information |  | | 3 | User sends cancel contract request command. | * Change contract status. * Send request to the Staff.   [Exception 1] |   Alternative Scenario: N/A  Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | If user didn't check any reason to cancel contract | Show message to notify user that they have to choose the reason for cancel contract. |   Relationships: N/A  Business Rules:   * Cancel contract request will be sent to the system with inputted information. * System update status of the contract from “Pending”, “No Card” or “Ready” to “Request cancel”. * A notification will be sent to staff after the process is completed. | | | |

# <Customer> View payment history

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| USE CASE – WC04 | | | |
| Use Case No. | WC04 | **Use Case Version** | 2.0 |
| Use Case Name | View payment history | | |
| Author | TriPQM | | |
| Date | 27/05/2015 | **Priority** | Medium |
| Actor:   * Customer.   Summary:   * This use case shows user the history of customer’s transactions.   Goal:   * User can view list of transactions were made.   Triggers:   * User sends view payment history command.   Preconditions:   * User must login into the system with role Customer. * There is at least 01 transaction belongs to customer in the system.   Post Conditions:   * Success: Show the customer’s transactions history to the user. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User sends view payment history command. | Display new view that show user list of transaction history information includes:   * Transaction code: text * Date of transaction: text * Payment method: text * Service: text * Amount: text * View detail transaction: button   [Alternative 1] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | If there are no transaction was made. | Show message to notify that there are no transaction was made. |   Exceptions: N/A  Relationships: N/A  Business Rules:   * The information is loaded from the system. * List of transactions will be sorted by date in descending order. * Pagination must be displayed if number of transactions larger than 10. * Search bar on the top help user finding transactions faster. | | | |

# <Customer> View accident history

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| USE CASE – WC05 | | | |
| Use Case No. | WC05 | **Use Case Version** | 2.0 |
| Use Case Name | View accident history | | |
| Author | TriPQM | | |
| Date | 27/05/2015 | **Priority** | Medium |
| Actor:   * Customer.   Summary:   * This use case shows user the history of customer’s accidents.   Goal:   * User can view list of their accidents history.   Triggers:   * User sends view accident history command.   Preconditions:   * User must login into the system with role Customer. * There is at least 01 accident belongs to customer in the system.   Post Conditions:   * Success: Show the customer’s accidents history to the user. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User sends view accident history command | Display new view show list of accidents information includes:   * Accident code: text * Contant of accident: text * Date of accident: text * Attachment file: link to file.   [Alternative 1] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | There are no accident. | Show message to notify that there are no accident. |   Exceptions: N/A  Relationships: N/A  Business Rules:   * The information is loaded from the system. * List of accidents will be sorted by date in descending order. * Pagination must be displayed if number of accidents larger than 10. * Search bar on the top help user to search accident by title. | | | |

# <Customer> View punishment history

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| USE CASE – WC06 | | | |
| Use Case No. | WC06 | **Use Case Version** | 2.0 |
| Use Case Name | View punishment history | | |
| Author | TriPQM | | |
| Date | 27/05/2015 | **Priority** | Medium |
| Actor:   * Customer.   Summary:   * This use case shows user the history of the punishment.   Goal:   * User can view list of their punishment history.   Triggers:   * User sends view punishment history command.   Preconditions:   * User must login into the system with role Customer. * There is at least 01 punishment belongs to customer in the system.   Post Conditions:   * Success: Show the punishment history to the user. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User sends view punishment history command | Display a table shows list of punishments information includes:   * Punishment code: text * Contant of punishment: text * Date sent punishment: text * Attachment file: link to file.   [Alternative 1] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | There are no punishment | Show message to notify that there are no punishment. |   Exceptions: N/A  Relationships: N/A  Business Rules:   * The information is loaded from the system. * Punishments list is sorted by date order. * Search bar on the top help user finding punishment information faster. * Pagination must be displayed if number of punishments larger than 10. | | | |

# <Customer> Request compensation

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| USE CASE – WC07 | | | |
| Use Case No. | WC07 | **Use Case Version** | 2.0 |
| Use Case Name | Request compensation | | |
| Author | TriPQM | | |
| Date | 27/05/2015 | **Priority** | High |
| Actor:   * Customer.   Summary:   * This use case helps user to request compensation.   Goal:   * User can request compensation.   Triggers:   * User sends request compensation command.   Preconditions:   * User must login into the system with role Customer. * Contract’s status must not be “Pending”. * Contract’s status must not be “Canelled” or “Expired” has expired date is more than 30 days with current date.   Post Conditions:   * Success: Store the compensation request to into the system. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User goes to request compensation view. | Display new view ask user to input required information includes:   * Driver name: free text input, required, length 3-80. * License number: free text input, required, length 10-15. * License type: free text input, required, length 1-10. * Driver phone: free text input, required, length 8-15. * Vehicle capacity: free text input, required, length 1-20. * Driver address: free text input, required, length 3-250. * Plate number of accident motor: free text input, required, length 4-15. * Date of accident: date time input, required. * Place of accident: free text input, required, length 3-250. * Control Police Department: free text input, required, length 3-250. * Description: free text input, required, length 1-2000. * Human damage: free text input, required, length 1-2000. * Asset damage: free text input, required, length 1-2000. * Observer: free text input, required, length 3-80. * Compensation note: free text input, required, length 1-2000. * Attachment file: file upload input. | | 2 | User fill required information and attach the minutes of the accident (if any). |  | | 3 | User sends request compensation command | Show message to notify that request punishment succeed.  [Exception 1, 2] |   Alternative Scenario: N/A  Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | User input missed one of requirement information. | Show message to notify user what required information is missing. | | 2 | The inputted information length is out of range. | Show message to notify user what information is out of range. |   Relationships: N/A  Business Rules:   * Compensation request will be sent to the system with inputted information. * Only permit user chooses the accident date before or at the request date. * New compensation request status will be set to “Đang xử lý”. * Compensation decision will be set to “Chưa quyết định”. * A notification will be sent to staff after the process is completed. | | | |

# <Customer> View compensation history

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| USE CASE – WC08 | | | |
| Use Case No. | WC08 | **Use Case Version** | 2.0 |
| Use Case Name | View compensation history. | | |
| Author | TriPQM | | |
| Date | 27/05/2015 | **Priority** | Medium |
| Actor:   * Customer.   Summary:   * This use case helps user to view compensation history.   Goal:   * User can view compensation history.   Triggers:   * User sends view compensation history command.   Preconditions:   * User must login into the system with role Customer. * There is at least 01 compensation belongs to customer in the system.   Post Conditions:   * Success: Show the compensation history to the user. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User sends view compensation history command. | Display new view show a table of compensations includes:   * Compensation code: text. * Contract code: text. * Request date: text. * Resolve date: text. | | 2 | User selects a compensation to view its details. | Display new view that show the detail of the selected compensation includes:   * Contract code: text. * Customer name: text. * Driver name: text. * License number: text. * License type: text. * Driver phone: text. * Vehicle capacity: text. * Driver address: text. * Plate number of accident motor: text. * Date of accident: text. * Place of accident: text. * Control Police Department: text. * Description: text. * Human damage: text. * Asset damage: text. * Observer: text. * Compensation note: text. * Attachment file: link to file. * Created date: text. * Resolve date: text. * Decision: text. * Resolve note: text.   [Alternative 1] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | There are no compensation | Show message to notify that there are no compensation. |   Exceptions: N/A  Relationships: N/A  Business Rules:   * The information is loaded from the system. * List of compensation is sorted by resolve date in decreasing order. The unsolved compensations will be the top rows. * Pagination must be displayed if number of compensations larger than 10. * Search bar on the top help user to finding compensation faster. | | | |